

WHAT IS CLAIMED IS:

- 1 1. A method of providing a user with a password, said
2 method comprising:
3 receiving a call from the user;
4 receiving one or more spoken words from the user;
5 authenticating the received words using a voice
6 signature corresponding to the user; and
7 delivering the password to the user in response to
8 authenticating the user.
- 1 2. The method as described in claim 1 further comprising:
2 receiving an identifier corresponding to the user; and
3 validating the user based upon the identifier.
- 1 3. The method as described in claim 1 further comprising:
2 resetting the password prior to the delivering.
- 1 4. The method as described in claim 1 further comprising:
2 retrieving one or more system names in response to
3 authenticating the user;
4 receiving one or more selections from the user,
5 wherein each selection corresponds with one of
6 the system names; and
7 delivering the passwords corresponding to the one or
8 more selected systems to the user.
- 1 5. The method as described in claim 1 wherein the
2 delivering is selected from the group consisting of
3 recording the password on a voice mail account
4 corresponding to the user, sending the password to an
5 email account, telephoning a predetermined telephone

6 number and audibly providing the password, providing
7 the password to a wireless device, mailing the
8 password to a predetermined postal address, and
9 providing the password to the user during the call.

1 6. The method as described in claim 1 further comprising:
2 prompting the user for one or more random words,
3 wherein the received spoken words are in response
4 to the prompting.

1 7. The method as described in claim 1 further comprising:
2 logging data corresponding to the call in response to
3 not authenticating the user.

1 8. The method as described in claim 1 further comprising:
2 receiving an identifier corresponding to the user; and
3 retrieving the voice signature from a data store
4 including one or more voice signatures based on
5 the received identifier.

1 9. The method as described in claim 1 further comprising:
2 receiving a voice input from the user prior to
3 receiving the call;
4 determining the voice signature based upon the voice
5 input; and
6 storing the voice signature.

1 10. The method as described in claim 1 further comprising:
2 logging information corresponding to the call in an
3 audit data store.

1 11. An information handling system comprising:
2 one or more processors;
3 a memory accessible by the processors;

4 a telephone interface accessible by the processors;
5 a nonvolatile storage device accessible by the
6 processors; and
7 a password reset tool for providing a user with a
8 password, the password reset tool including:
9 means for receiving a call from the user to the
10 telephone interface;
11 means for receiving an identifier corresponding
12 to the user;
13 means for receiving one or more spoken words from
14 the user;
15 means for retrieving a voice signature
16 corresponding to the user from the
17 nonvolatile storage device;
18 means for authenticating the received words using
19 a voice signature corresponding to the user;
20 and
21 means for delivering the password to the user in
22 response to authenticating the user.

- 1 12. The information handling system as described in claim
2 11 further comprising:
3 means for retrieving one or more system names in
4 response to authenticating the user;
5 means for receiving one or more selections from the
6 user, wherein each selection corresponds with one
7 of the system names; and
8 means for delivering the passwords corresponding to
9 the one or more selected systems to the user.
- 1 13. The information handling system as described in claim
2 11 further comprising:

3 means for prompting the user for one or more random
4 words, wherein the received spoken words are in
5 response to the prompting.

1 14. The information handling system as described in claim
2 11 further comprising:

3 means for logging data corresponding to the call in
4 response to not authenticating the user.

1 15. The information handling system as described in claim
2 11 further comprising:

3 means for receiving a voice input from the user prior
4 to receiving the call;

5 means for determining the voice signature based upon
6 the voice input; and

7 means for storing the voice signature.

1 16. A computer program product for providing a user with a
2 password, said method comprising:

3 means for receiving a call from the user;

4 means for receiving one or more spoken words from the
5 user;

6 means for authenticating the received words using a
7 voice signature corresponding to the user; and

8 means for delivering the password to the user in
9 response to authenticating the user.

1 17. The computer program product as described in claim 16
2 further comprising:

3 means for receiving an identifier corresponding to the
4 user; and

5 means for validating the user based upon the
6 identifier.

1 18. The computer program product as described in claim 16
2 further comprising:
3 means for resetting the password prior to the
4 delivering.

1 19. The computer program product as described in claim 16
2 further comprising:
3 means for retrieving one or more system names in
4 response to authenticating the user;
5 means for receiving one or more selections from the
6 user, wherein each selection corresponds with one
7 of the system names; and
8 means for delivering the passwords corresponding to
9 the one or more selected systems to the user.

1 20. The computer program product as described in claim 16
2 wherein the means for delivering is selected from the
3 group consisting of means for recording the password
4 on a voice mail account corresponding to the user,
5 means for sending the password to an email account,
6 means for telephoning a predetermined telephone number
7 and audibly providing the password, means for
8 providing the password to a wireless device, means for
9 mailing the password to a predetermined postal
10 address, and means for providing the password to the
11 user during the call.

1 21. The computer program product as described in claim 16
2 further comprising:
3 prompting the user for one or more random words,
4 wherein the received spoken words are in response
5 to the prompting.

- 1 22. The computer program product as described in claim 16
2 further comprising:
3 means for logging data corresponding to the call in
4 response to not authenticating the user.
- 1 23. The computer program product as described in claim 16
2 further comprising:
3 means for receiving an identifier corresponding to the
4 user; and
5 means for retrieving the voice signature from a data
6 store including one or more voice signatures
7 based on the received identifier.
- 1 24. The computer program product as described in claim 16
2 further comprising:
3 means for receiving a voice input from the user prior
4 to receiving the call;
5 means for determining the voice signature based upon
6 the voice input; and
7 means for storing the voice signature.
- 1 25. The computer program product as described in claim 16
2 means for logging information corresponding to the
3 call in an audit data store.
- 1 26. The computer program product as described in claim 16
2 further comprising:
3 means for receiving an identifier corresponding to the
4 user; and
5 means for identifying the password based upon the
6 identifier.